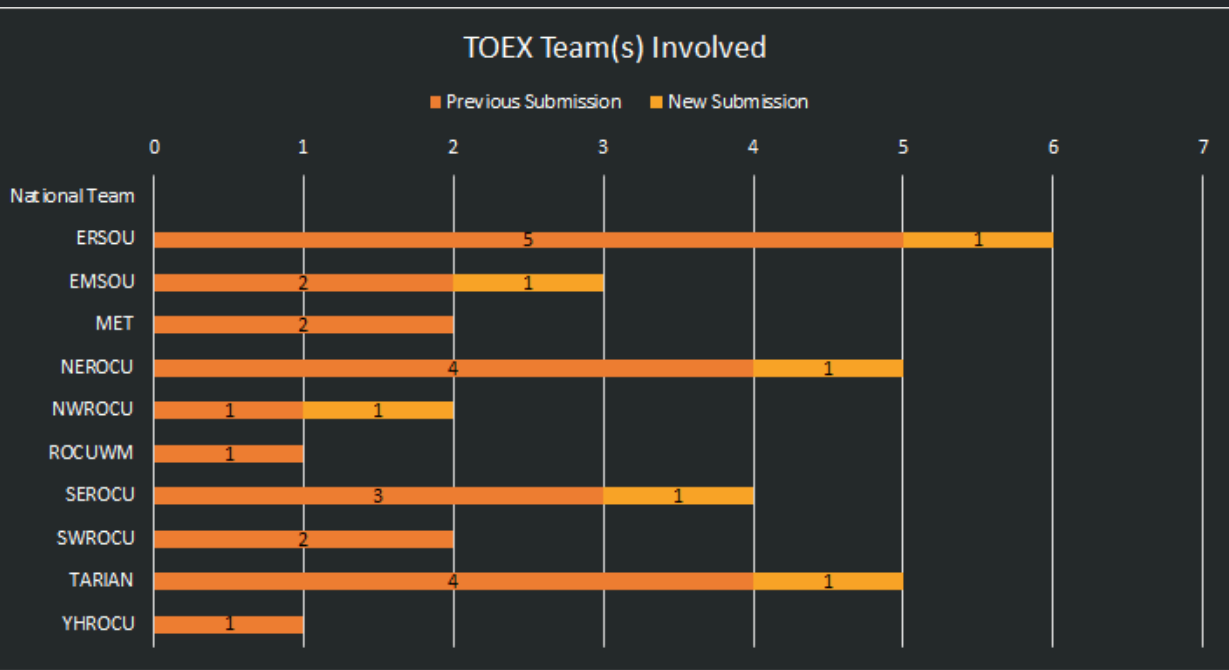




TACKLING ORGANISED
EXPLOITATION
PROGRAMME

Operational Feedback Survey Results



Six responses have been received within the reporting period:

- ✘ TARIAN Ad Hoc Support
- ✘ EMSOU Op 38
- ✘ NEROCU Op 28
- ✘ ERSOU Ad Hoc Support
- ✘ NWROCU Op 17
- ✘ SEROCU Op 34

Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'. This brings the total to 31/31 respondents answering that they would recommend TOEX to a colleague.

1) The referral process was clear, easy to follow and the same as the referral process for any other capability within the ROCU.

Three respondents answered '**Strongly Agree**', and one each answered '**Slightly Agree**', '**Neither Agree nor Disagree**' and '**Slightly Disagree**'.

2) The TOEX team were easily accessible. I knew who my points of contact were and how I could reach them.

3) I was contacted with updates when developments had been made, communicated with before there were changes made to the focus of the investigation, and received helpful responses to any queries I had.

4) The TOEX team delivered in line with the timescales agreed at the initial discussion and if there were delays, I was made aware and they did not cause me an issue.

5) There was an initial terms of reference agreed by all parties and the TOEX team delivered against this initial terms of reference or any changes to the terms of reference were communicated and agreed along the way.

All six respondents answered '**Strongly Agree**' to questions 2 – 6.

6) The final product was easy to understand and provided useful insight which added value to my intelligence investigation.

Five respondents answered '**Strongly Agree**' and work remains ongoing on one of the operations.



Value Added

“Analytical assistance with regards to phone data”

- Gwent DCI, **TARIAN Ad Hoc Support**

“[Senior Analyst]'s assistance with the products and high quality of work”

- EMSOU DS, **EMSOU Op 38**

“Analytical product; excellent communication throughout and engagement”

- NEROCU DS, **NEROCU Op 28**

“Research on [Redacted System] database”

- Hertfordshire Analyst, **ERSOU Ad Hoc Support**

“Intel development but also support on the strike day [...] we discussed about providing the intelligence product in an evidential format as they had secured the evidence. This was provided and was excellent.”

- Lancashire DS, **NWROCU Op 17**

“Analysis provided in relation to linked phones of a Prison inmate, in the support of Prison Act offences being identified and external enablers being linked to the nominal”

“All within SE TOEX are helpful and supportive”

- SEROCU DS, **SEROCU Op 34**

Areas for Improvement

There were no suggestions for areas of improvement across the six operations included in this month's results.

Staff Mentions

“**[Senior Analyst]** - helped to co-ordinate TOEX assistance, contributed at briefings”

- Gwent DCI, **TARIAN Ad Hoc Support**

“**[Senior Analyst]** provided excellent products very quickly”

- EMSOU DS, **EMSOU Op 38**

“**[Intelligence Analyst]** - excellent attribution report; **[Researcher]** - research and subject profiles”

- NEROCU DS, **NEROCU Op 28**

“**[Intelligence Manager]**, **[Intelligence Development Officer]** and **[Intelligence Analyst]**”

- Lancashire DS, **NWROCU Op 17**

Survey Link

The survey can be found at the following location:

<https://forms.office.com/e/yHBVkpXg9m>